



**Find Child Care Oregon (FCCO) Subpool System
User Guide for [Substitutes](#)**



An Introduction to Find Child Care Oregon (FCCO)

FCCO is an online platform which supports Oregon's childcare providers and families in a variety of ways. In addition to housing the new subpool system FCCO also:

- Allows providers to update their program at their own convenience ensuring their information is up to date.
- Supports child care referrals across the state. 211info utilizes FCCO to help connect families to child care. Additionally parents can log onto FCCO to find the care they need.
- Supports CCR&Rs with providing Technical Assistance to providers.
- Houses the state's Safety Portal, which allows families searching for care to view the health and safety history of programs.



Work Life Systems develop, operate and maintain the Find Child Care Oregon Website.

Some system emails that you may receive will be sent from a Work Life System email account.

support@worklivesystems.com

- Two-Step Authentication Code

- Password Request
- Notifications for posted jobs, Assigned Jobs, and Submitted Time Cards

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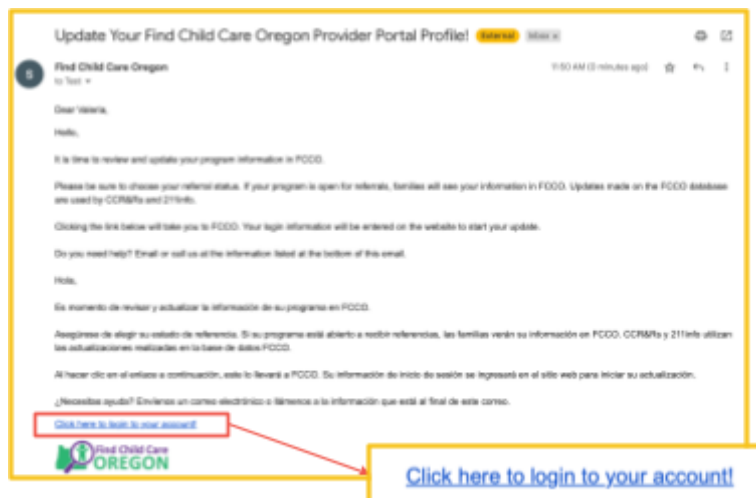
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Logging in to FCCO

Step 1: When you are first enrolled in CCSO as a substitute a login email will be sent to your WOU email. Click on the link at the bottom of the email.



Tip:
Using the mail or gmail app on your phone or tablet?

We recommend you to tap and hold on the link, and open the website utilizing your preferred external browser.

Step 2: Click on the Login button

Please Enter Your Information

Email Address
fcc@wou.edu

Password
***** Show

Login

Request Password

Email Address and Password?

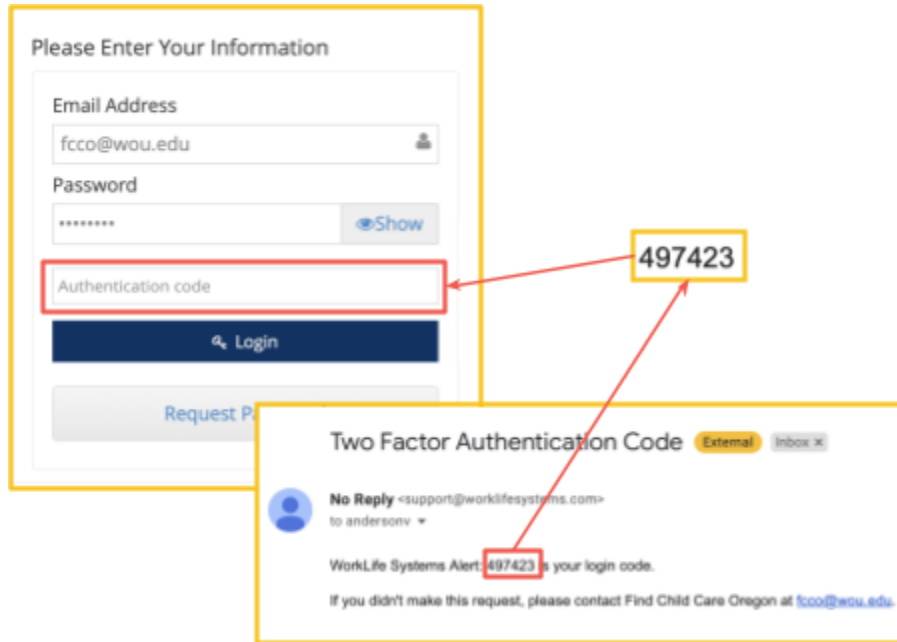
The system will automatically enter this information for you!

1. The first time you try to log in to FCCO through a different internet router or device an authenticator code will be sent to your email.

Step 3: Authenticate your account (*Occasional Step*)

If it's your first time accessing your FCCO profile, you will receive a Two-Step Authentication Code via email.

The authentication code is valid for 15 minutes. If you receive one code or more you can still use the first one you received. **Enter the Code in the Authentication Code box and Click on the Login button**



Why do I need to authenticate my account?

Authentication code is a safety precaution, to make sure it is you!

Note: You may also have to authenticate your account if you are using a different electronic device or Wi-fi location.

Logging in to FCCO without an email link

Once you have logged into the system for the first time and completed your account profile, you can update your password and log into your substitute account without the login email using this URL:

www.stage.worklivesystems.com/substitute/34

Note: If you need the login email sent an additional time, you can reach out to your supervisor and they will be able to send you a new one.

You will see the log in page. Enter the email address and password you use to log into FCCO.

Please Enter Your Information

Email Address
fcco@wou.edu

Password
***** Show

Login

Request Password

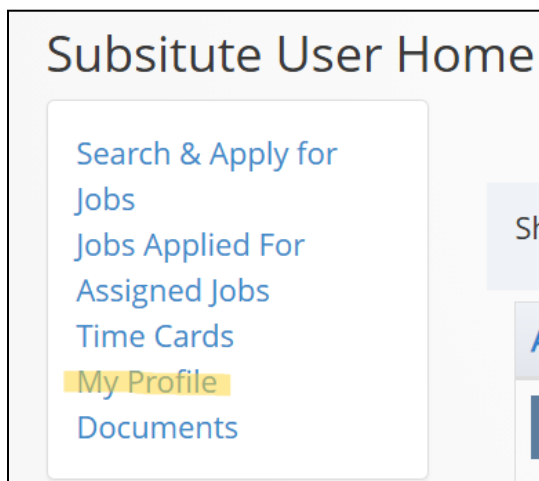
Click Login.

If you cannot remember your password, click Request Password or contact your supervisor.

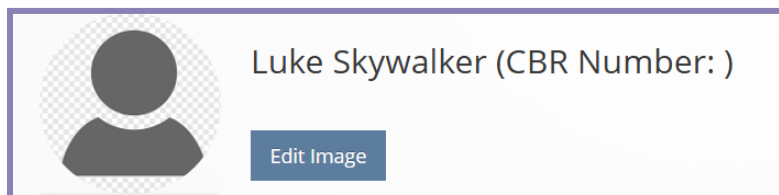


Completing Your Substitute Profile

Log in and click on **My Profile** on the left side of the page.



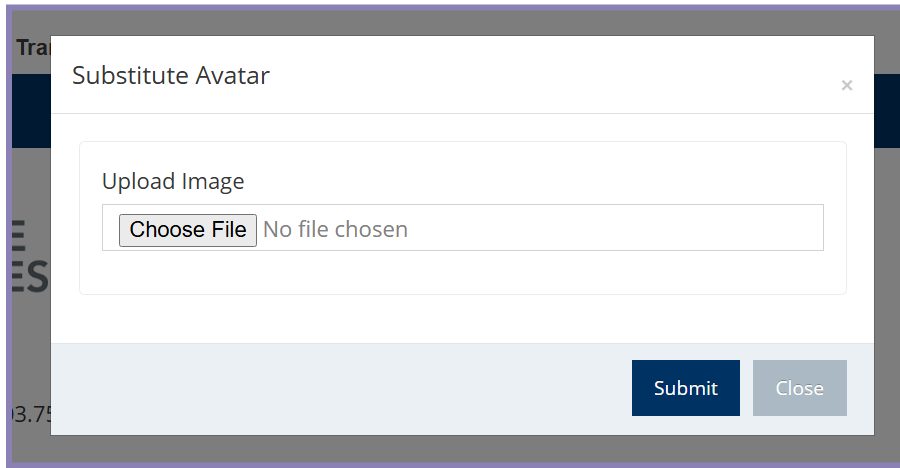
You will see your name, photo and CBR Number.



You can add an appropriate photo to your profile for programs to see when you apply to jobs. We recommend using your WOU ID photo.

Click on **Edit Image**.

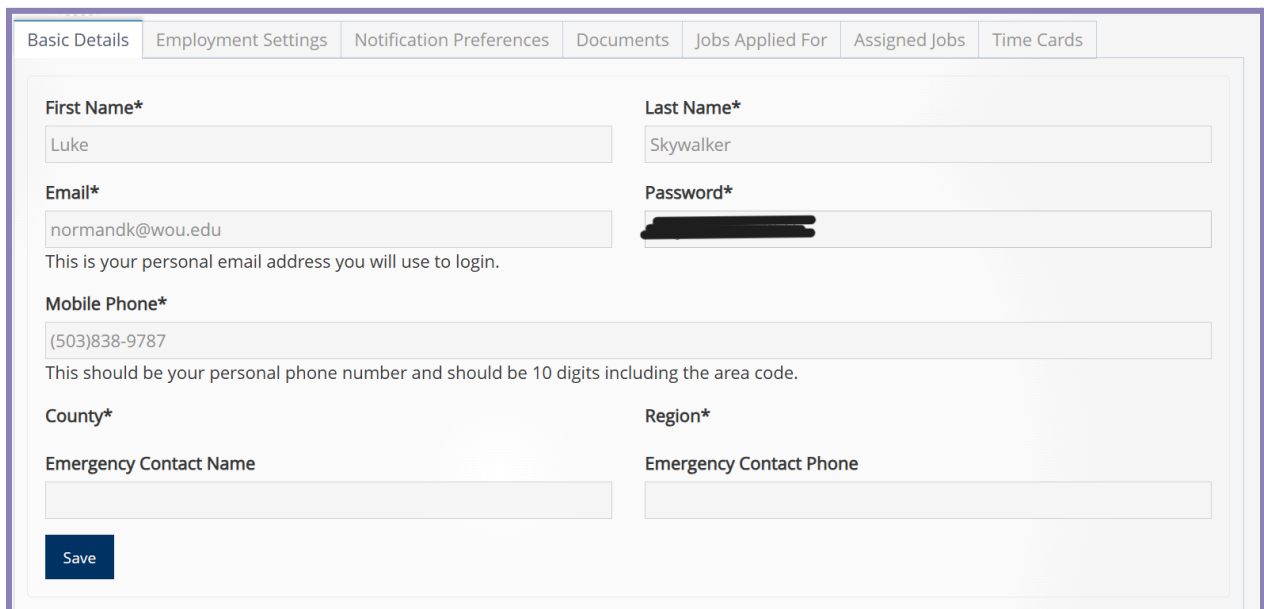
A box will pop up. Click **Choose File** and select a photo from your computer or mobile device.



Click **Submit**.

Basic Details

The first tab is **Basic Details**. This tab has your name, email address, login information, phone number, county, region, and emergency contact information.



The only information you need to fill in on this page is the **Emergency Contact Name and Emergency Contact Phone**. This is the information of the person CCSO and the child care programs you work in will contact in case of an emergency while you are working.

If you made any changes to this tab, click **Save**.

Employment Settings

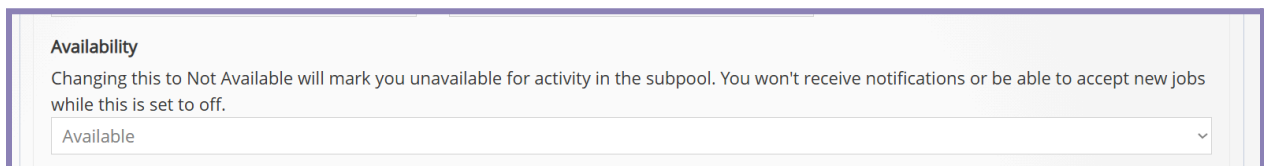
Next is **Employment Settings**. This page includes important information that changes which jobs you see and apply for.

CCSO has already entered your CBR and V#, and your working status. Under Working Status, you might see:

- **Active:** you've completed onboarding and your documents are up-to-date. You can apply for and work jobs.
- **Out of Compliance:** if your certifications expire, you will be marked Out of Compliance until you get recertified.
- **Inactive:** You are no longer an active substitute; either you left CCSO or are inactive for another reason. Contact your supervisor with questions.

Availability

You can change your availability whenever you like. This is different from Working Status. If you want to receive notifications and apply for jobs, set your availability to **Available**.

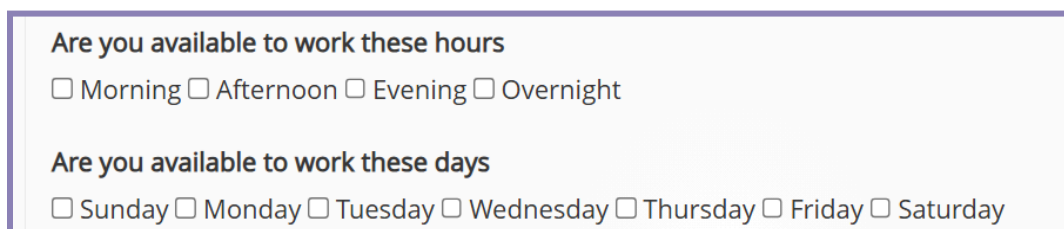


The screenshot shows a user interface element for setting availability. It has a title "Availability" and a warning message: "Changing this to Not Available will mark you unavailable for activity in the subpool. You won't receive notifications or be able to accept new jobs while this is set to off." Below the message is a dropdown menu with "Available" selected and a downward arrow on the right.

If you are going on vacation or are in school and temporarily do not want to receive notifications about jobs in your area, you would select **Not Available**.

Remember to log back in and change this when you want to receive notifications again!

You can select the times of day and days of the week you are able to work in this section, too.



The screenshot shows two sections for selecting work availability. The first section is titled "Are you available to work these hours" and has four radio button options: "Morning", "Afternoon", "Evening", and "Overnight". The second section is titled "Are you available to work these days" and has seven radio button options: "Sunday", "Monday", "Tuesday", "Wednesday", "Thursday", "Friday", and "Saturday".

Substitute Type is whether you are a **Support or Lead Substitute**

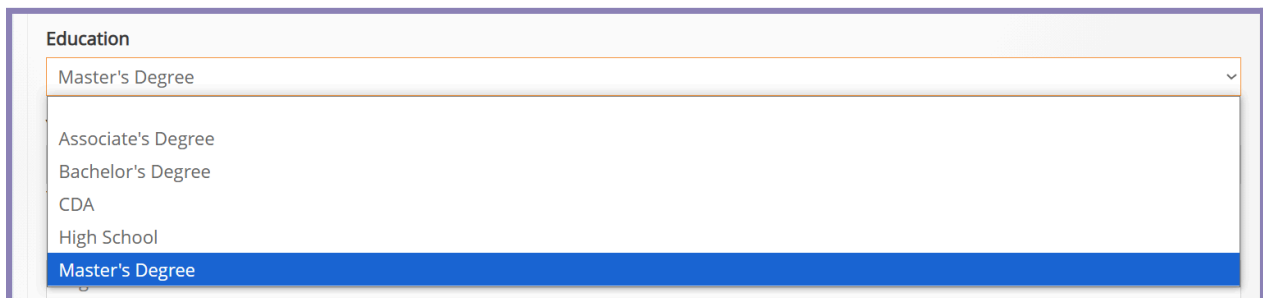
CCSO will enter this information for you. If you are a Support Substitute but want to become a Lead Substitute, contact your supervisor.

Bio

You can enter a short description that programs will be able to read to learn more about you. You might want to share about your experience working with children, early learning philosophies you've worked with (e.g. Montessori, Reggio Emilia, etc.), or your favorite thing about working with early learners.

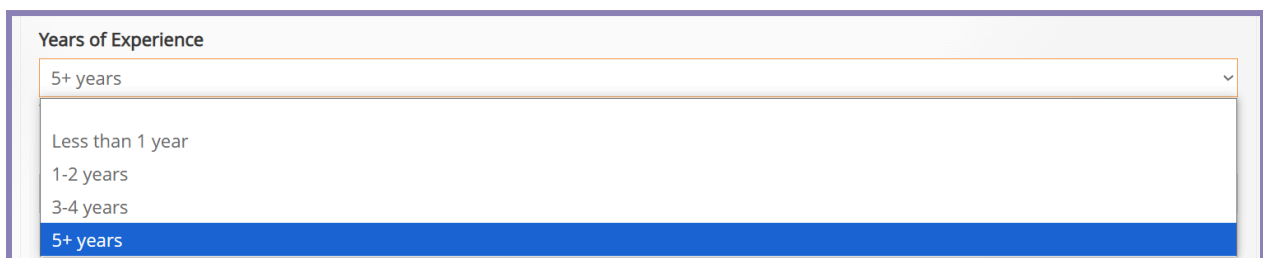
Education & Years of Experience

Click the dropdown menu to select the highest level of **education** you have completed.



A screenshot of a web form showing a dropdown menu for 'Education'. The menu is open, displaying a list of options: Master's Degree, Associate's Degree, Bachelor's Degree, CDA, High School, and Master's Degree. The 'Master's Degree' option at the bottom of the list is highlighted in blue.

Click the dropdown menu to select the number of **years of experience** you have working in child care.



A screenshot of a web form showing a dropdown menu for 'Years of Experience'. The menu is open, displaying a list of options: 5+ years, Less than 1 year, 1-2 years, 3-4 years, and 5+ years. The '5+ years' option at the bottom of the list is highlighted in blue.

Primary Language & Languages Spoken

Select your **Primary Language**.

Check all the boxes of the languages you can speak proficiently.

Primary Language* English
Language Spoken* <input checked="" type="checkbox"/> English <input checked="" type="checkbox"/> Spanish <input type="checkbox"/> American Sign Language <input type="checkbox"/> Arabic <input type="checkbox"/> Chinese <input type="checkbox"/> Cantonese <input type="checkbox"/> Mandarin <input type="checkbox"/> Hmong <input type="checkbox"/> Farsi <input type="checkbox"/> French <input type="checkbox"/> German <input type="checkbox"/> Hindi <input type="checkbox"/> Japanese <input type="checkbox"/> Korean <input type="checkbox"/> Russian <input type="checkbox"/> Somali <input type="checkbox"/> Tagalog <input type="checkbox"/> Vietnamese Please select any languages spoken

Training Records

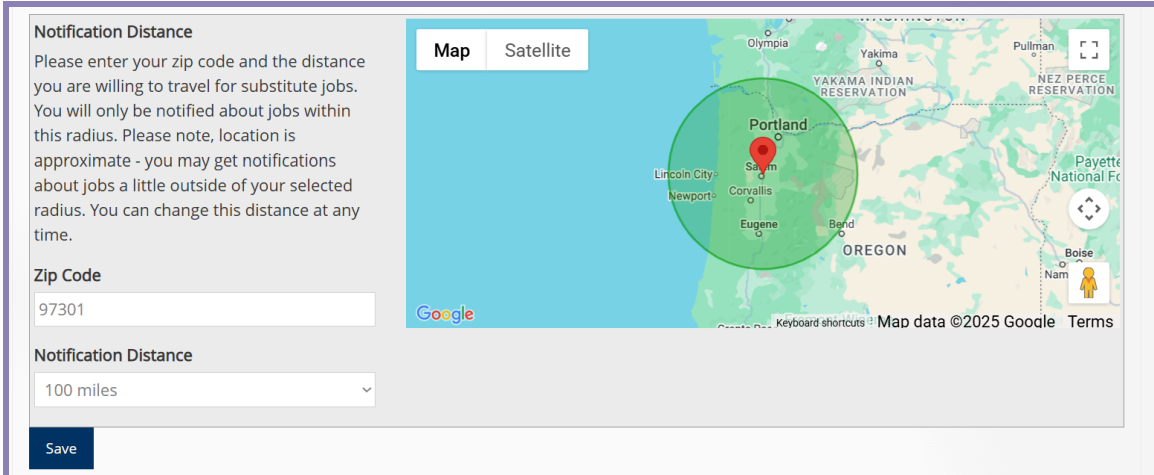
Your supervisor will enter the issue date and expiration dates for your **First Aid/CPR** and **Food Handlers Certifications** and for your **CBR Enrollment**.

First Aid & CPR Certification Issued Date mm/dd/yyyy	Food Handlers Issued Date mm/dd/yyyy	CBR Enrollment Start Date mm/dd/yyyy
First Aid & CPR Certification Expiration Date mm/dd/yyyy	Food Handlers Expiration Date mm/dd/yyyy	CBR Enrollment End Date mm/dd/yyyy

You will receive an email notification from Work Life Systems 30 days before these certifications expire. Remember: these must remain up-to-date for you to be eligible to work as a CCSO substitute.

Notification Distance

Enter your zip code and the distance (between 5 and 100 miles) you are willing to travel to work a job.



Notification Distance
Please enter your zip code and the distance you are willing to travel for substitute jobs. You will only be notified about jobs within this radius. Please note, location is approximate - you may get notifications about jobs a little outside of your selected radius. You can change this distance at any time.

Zip Code

Notification Distance

Map Satellite

Portland

Lincoln City Newport Salem Corvallis Eugene Bend

YAKAMA INDIAN RESERVATION NEZ PERCE RESERVATION

Pullman

Payette National Forest

Boise Nam

OREGON

Google Keyboard shortcuts: Map data ©2025 Google Terms

The green circle around your location on the map is the area you are willing to travel to work.

You will receive notifications whenever a child care program located in the circle posts a job. You can log in at any time and adjust this distance.

If you made any changes to this tab, click **Save**.

Notification Preferences

You will receive notifications when:

- a new job within your working distance is posted
- you apply for a job
- are assigned to a job
- you submit a time card

By default, both email and text notifications are checked. If you want to change these preferences, log in and uncheck the types of notifications you no longer want to receive.

Basic Details | Employment Settings | **Notification Preferences** | Documents | Jobs Applied For | Assigned Jobs | Time Cards

Select your notification preferences below. Please note, you will always receive certain email notifications no matter your settings below.

Email Notifications

Job related notifications for normandk@wou.edu
 If this option is selected, you'll receive email notifications when jobs are created, replied to, and change status.

Text Notifications

Job related notifications for (503)838-9787
 If this option is selected, you'll receive text notifications when jobs are created, replied to, and change status. It is recommended to select this option for best results.

[Save](#)

If you made any changes to this tab, click **Save**.

Documents

The Documents tab is where CCSO staff and you can upload training certificates and release forms so they can be viewed by program staff and licensing.

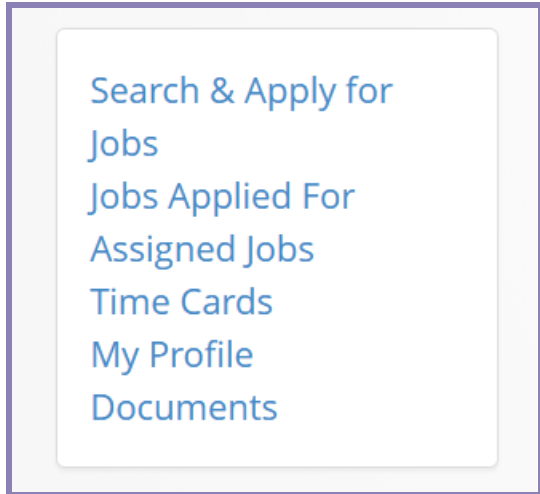
Basic Details | Employment Settings | Notification Preferences | **Documents** | Jobs Applied For | Assigned Jobs | Time Cards

[Add New Document](#)

Document Name	Uploaded Date	Action
Skywalker, L. Test Doc	5/27/2025	View Document Delete

If one of your certificates expires, this is where you can upload the current version. Please **DO NOT** delete documents. CCSO will take care of removing outdated documents as new ones get uploaded.

You can also access your documents page from your home page by clicking on **Documents** on the left side of your Substitute Home Page.



Job Applications and Assigned Jobs

From your profile you can also review job applications you have submitted and your assigned jobs. Click on **Jobs Applied For**

Basic Details	Employment Settings	Notification Preferences	Documents	Jobs Applied For	Assigned Jobs	Time Cards
APPLIED Jobs						
31955 - April's Day Care		📅 Apr 24, 2025, Thursday 🕒 07:00 AM-04:00 PM		PENDING		

If you click on the program's name, you can see the status of your application, when you applied, and whether you were assigned to the job.

APPLIED Jobs

31955 - April's Day Care 📅 Apr 24, 2025, Thursday **PENDING**
🕒 07:00 AM-04:00 PM

Provider: April's Day Care **License:** RF032399 **Address:** 2029 Cherry Street, Canyon City 97814

Job Date&Time:

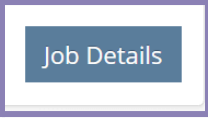
Date	Start Time	End Time
📅 Apr 24, 2025	🕒 07:00 AM	🕒 04:00 PM

Application Status: PENDING **Application Date:** 4/23/2025 **Assigned:** No

Application Comment:

[Job Details](#)

You can view the full job details by clicking the **Job Details** button.



Under the **Assigned Jobs** tab, you can view the jobs you are assigned to work.

Basic Details	Employment Settings	Notification Preferences	Documents	Jobs Applied For	Assigned Jobs	Time Cards
ASSIGNED Jobs						
31971 - Test Program Kate		May 30, 2025, Friday 08:00 AM-04:00 PM Jun 2, 2025, Monday 08:00 AM-04:00 PM	ASSIGNED Time Card: Not Submitted			
31973 - Test Program Kate		May 29, 2025, Thursday 08:00 AM-04:00 PM	ASSIGNED Time Card: Not Submitted			
27963 - Early Connections Bilingual Preschool and Daycare		May 29, 2025, Thursday 07:30 AM-01:30 PM	ASSIGNED Time Card: Not Submitted			
31972 - Test Program Kate		May 28, 2025, Wednesday 08:00 AM-04:00 PM Jun 3, 2025, Tuesday 08:00 AM-04:00 PM	ASSIGNED Time Card: PENDING			
31966 - Find Child Care Oregon Test		May 19, 2025, Monday 09:00 AM-03:00 PM May 20, 2025, Tuesday 09:00 AM-03:00 PM	ASSIGNED Time Card: PENDING			
31958 - Test Program		May 6, 2025, Tuesday 12:00 PM-05:00 PM	ASSIGNED Time Card: PENDING			

If you click on a program's name, you can see the job details, status of your application, when you applied, and whether you were assigned to the job.

31958 - Test Program		May 6, 2025, Tuesday 12:00 PM-05:00 PM	ASSIGNED Time Card: PENDING			
Provider:	License:	Address:				
Test Program	TEST	345 Monmouth Ave N, Albany 97361				
Job Date&Time:						
Date	Start Time	End Time				
May 6, 2025	12:00 PM	05:00 PM				
Application Status:	Application Date:	Assigned:				
ASSIGNED	5/1/2025	Yes				
Application Comment:						

Each job has the status: **ASSIGNED** in this tab.

31973 - Test Program Kate	📅 May 29, 2025, Thursday 🕒 08:00 AM-04:00 PM	ASSIGNED Time Card: Not Submitted
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Once a job's date has passed it will have **Not Submitted** next to Time Card: in red text. This is an indicator that you still need to complete the time card for this job.

Once you have submitted a time card for a job, it is marked **PENDING** until CCSO staff approve it.

31958 - Test Program	📅 May 6, 2025, Tuesday 🕒 12:00 PM-05:00 PM	ASSIGNED Time Card: PENDING
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Searching and Applying for Jobs

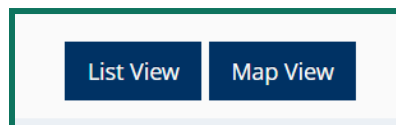
On this page, you can see a lot of information about jobs in your area

The screenshot shows a web interface for job searching. At the top right, there are two buttons: "List View" (selected) and "Map View". To the right of these buttons is a checkbox labeled "Don't show jobs in the hidden list" which is checked. Below this is a search bar with the text "Search:". On the left, there is a dropdown menu set to "50" entries. The main content is a table with the following columns: "Actions", "Job Date&Time", "Job ID", "Provider", "Job Description", and "Distance".

Actions	Job Date&Time	Job ID	Provider	Job Description	Distance
Job Details	Jun 30, 2025 08:00 AM - 05:00 PM	31959	Early Connections Bilingual Preschool and Daycare Hillsboro, 97123	test	39 miles
Job Details	Jul 26, 2025 05:30 AM - 04:00 PM	31969	Test Program Albany, 97361	Here is a sample job description for people to look at.	13 miles

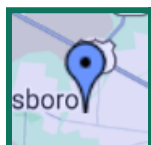
At the bottom of the table, it says "Showing 1 to 2 of 2 entries". To the right of this are "Previous", "1", and "Next" buttons.

You can choose to look at jobs in **List View** or **Map View**

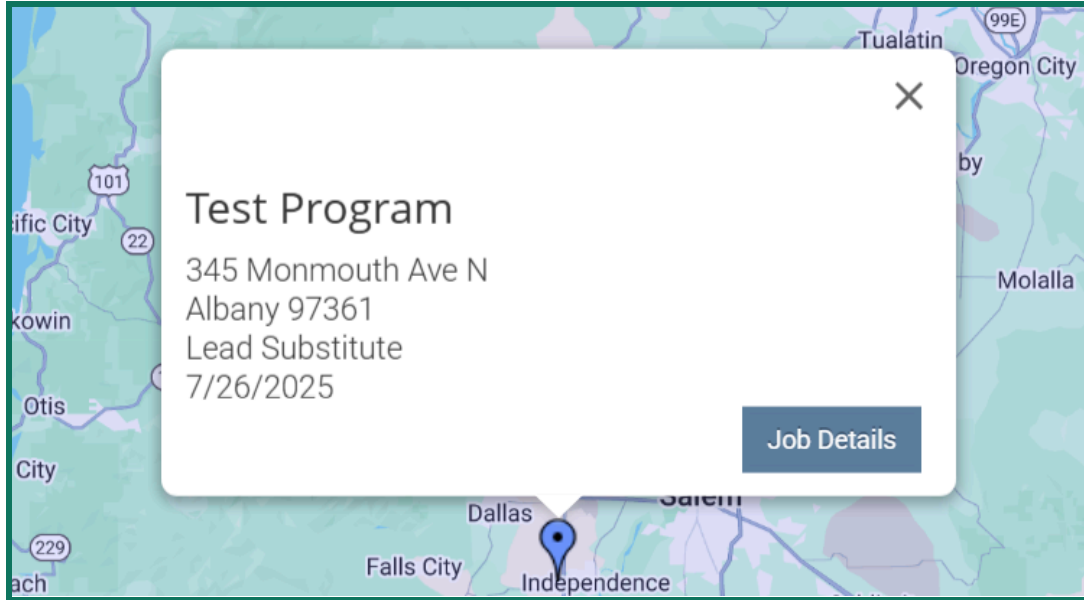


The **Map View** shows the open jobs in your area.

If you click on a blue job icon:



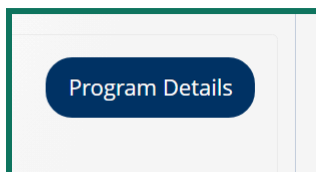
A box with some information about the program that posted the job and basic job details will appear.



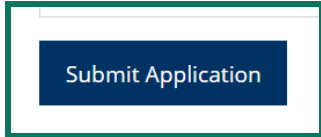
If you click **Job Details**, you will be taken to the full job description.

Job ID 31969	Job Status OPEN		Program Details	
Provider Address 345 Monmouth Ave N, Albany, 97361	Region Linn-Benton-Lincoln	County Linn		
Provider Test Program (1661031)	License TEST	Type of Care Licensed Home		
Job Contact* Mitchell Bradner	Job Contact Phone* (503) 838-8000			
Reason for Job* Vacation	Will the substitute be the only adult on the premises?* No			
Job Date*	Start Time*	End Time*	Duration Hours	
07/26/2025	05:30 AM	04:00 PM	10.50	
Languages English				
Job Description * Here is a sample job description for people to look at.				
If the job(s) is longer than 6 hours, are you able to provide a duty-free 30 minute lunch for your substitute?				
No				
Job Posted Date&Time 5/22/2025 4:38 PM				
Job Active Date&Time 5/22/2025 4:38 PM				

If you'd like to view more detailed information about the program, click **Program Details**



To apply for this job, at the bottom of the **Job Details** page, click **Submit Application** under **Apply for this Job.**



Apply for this job

I can only work part of this job

Comments

This job will be put into your hidden list.

If you can only work part of the job, **check the box** next to **I can only work part of this job**.

Additional fields will appear for **Date, Start Time, and End Time**. All of these fields are **required** to submit your application if you checked that you can only work part of the job.

Apply for this Job

I can only work part of this job

To add date and time, make sure all required fields are complete.

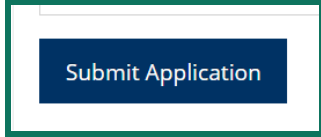
Work Date*	Start Time*	End Time*
<input type="text" value="07/26/2025"/> <input type="button" value="📅"/>	<input type="text" value="05:30 AM"/> <input type="button" value="🕒"/>	<input type="text" value="04:00 PM"/> <input type="button" value="🕒"/> <input type="button" value="🗑️"/>

Comments

This job will be put into your hidden list.

You can add some comments for the program to see with your application, if you would like. They will also be able to view your profile.

If you're ready to submit your application, click **Submit Application**.

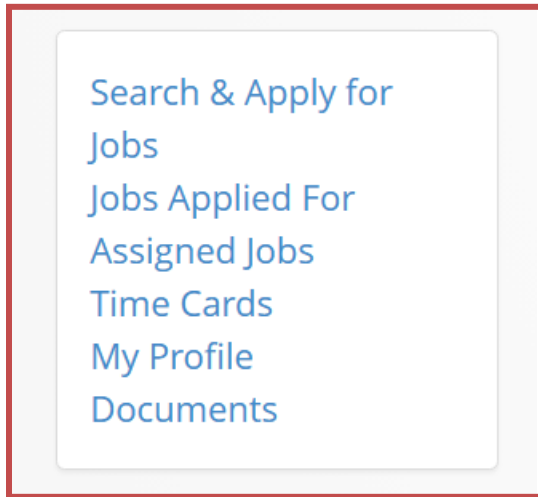


You will get a notification that you successfully submitted an application, and will receive another notification if you get assigned to the job.



Submitting a Time Card

After you work a job you were assigned to, log in to FCCO and click on **Time Cards**



You will see a list of submitted time cards. Time cards on this list can have two statuses: PENDING and APPROVED

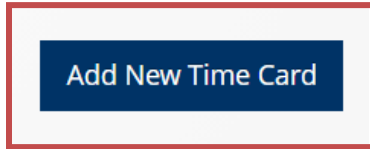
Show entries Search:

Job ID	Provider	Job Date	Start Time	End Time	Duration Hours	Paid Hours	Hour Type	Submitted Date	Status	Time Card Comment	Action
31958	Test Program	5/6/2025	12:00 PM	05:00 PM	5.00	5.00	Subsidized Hours: 5.00 hours	5/28/2025	PENDING		Edit Delete
31966	Find Child Care Oregon Test	5/19/2025	09:00 AM	03:00 PM	6.00	6.00	Subsidized Hours: 6.00 hours	5/28/2025	PENDING		Edit Delete
31972	Test Program Kate	5/28/2025	08:00 AM	04:00 PM	8.00	16.00	Subsidized Hours: 16.00 hours	5/28/2025	PENDING		Edit Delete

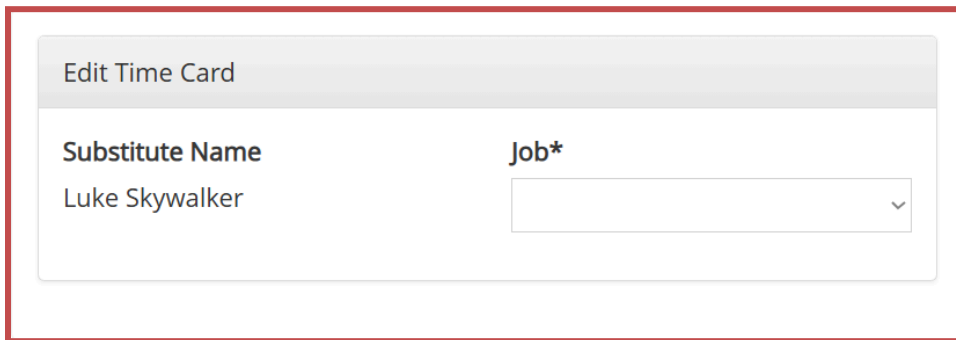
Showing 1 to 3 of 3 entries Previous **1** Next

You can also see the **Job ID, Program/Provider Name, Start/End Times, Total Hours, Type of Hours, Status, and Time Card Comments**

To add a new time card, click **Add New Time Card**.

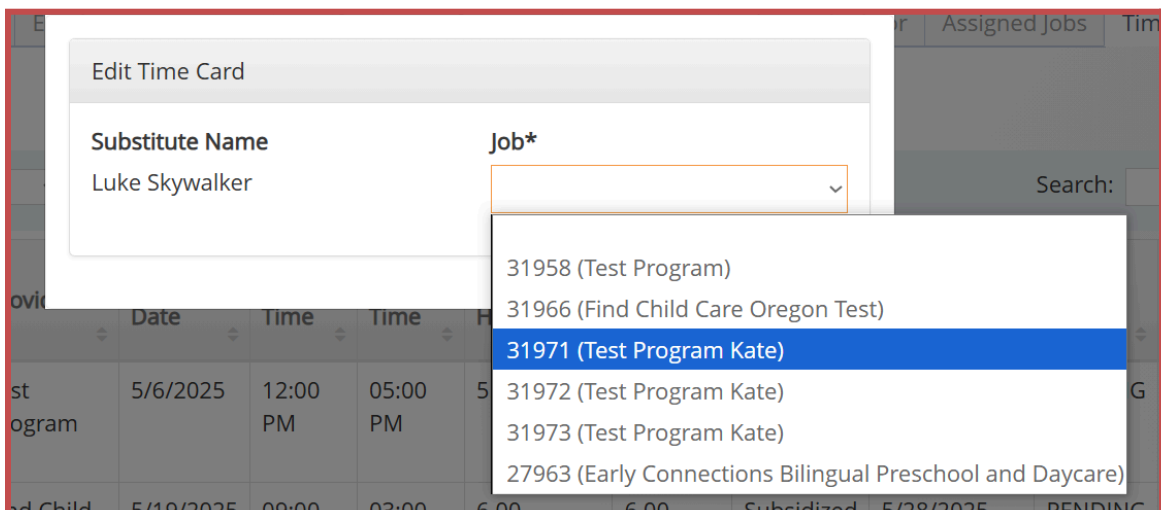


The **Edit Time Card** box will appear.

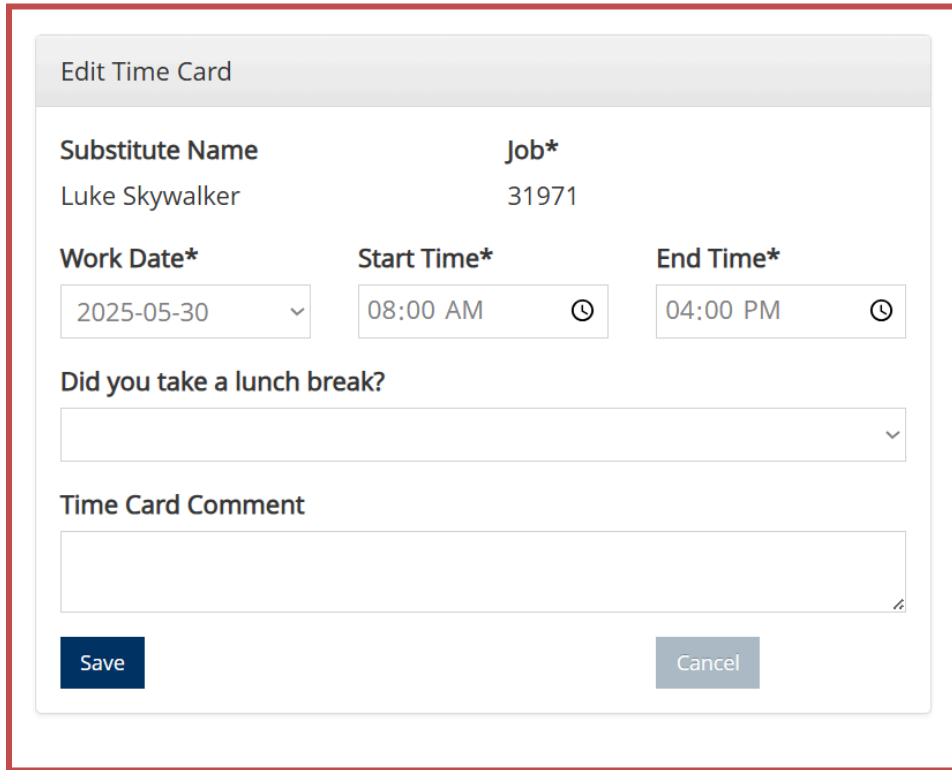


Click on the dropdown box under **Job*** to select the job you want to fill out a time card for.

All the jobs you are assigned to will be listed. Select the job you want to fill out a time card for.



The Edit Time Card box will show the **Work Date, Start Time, and End Time** of the Job. All of these fields are required.



The screenshot shows a form titled "Edit Time Card" with the following fields and values:

Substitute Name	Job*
Luke Skywalker	31971

Work Date*	Start Time*	End Time*
2025-05-30	08:00 AM	04:00 PM

Below the time fields is a dropdown menu for "Did you take a lunch break?" and a text area for "Time Card Comment". At the bottom are "Save" and "Cancel" buttons.

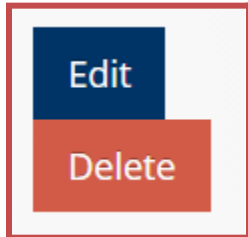
You must also tell us whether you took a lunch break and how long it was; this helps us make sure you get paid the right amount and that the correct number of hours gets deducted from the program's account.



This screenshot shows the dropdown menu for "Did you take a lunch break?". The menu is open, showing three options: "Yes, 30 minutes", "Yes, 60 minutes", and "No". The "Save" and "Cancel" buttons are visible at the bottom of the form.

Once you have correctly filled out all the information, click **Save**.

Before a timecard is APPROVED, you can make edits to it by clicking the **Edit** button next to the job.



For example, if you accidentally click AM instead of PM or entered an incorrect time, or if you forgot to log your lunch, you can make edits to the time card before it is approved.

You can also delete a time card by clicking the **Delete** button. Only do this if you made a big mistake in the time card such as if you filled out a time card for the wrong job or program.

Once a time card is APPROVED you will need to get in touch with your supervisor to make changes.



Canceling a Job

If you are unable to work your assigned job, you **MUST notify the provider and also contact and inform** CCSO by reaching out to the main CCSO line at (503-751-4045) no later than **24 hours** before your shift start time.

If you cancel shifts frequently, you will be unable to apply for more shifts until you meet with your supervisor.

*The expectations for the provider are that they are required to cancel a shift within **24 hours** before the shift begins; by either notifying you as the substitute or contacting the CCSO team so we can notify the substitute and allow the substitute to attend another posted position.*